

# Personnel Policy Bulletin

Lancaster County

Number: 2000-3

Date: August, 2000

Reference:	Title:
Contract signed with Continuum Supercedes: Personnel Policy Bulletin 97-1	Employee Assistance Program

In accordance with County Board Resolution, Lancaster County recognizes that there is a need for the Employee Assistance Program to aid in counseling employees who have personal problems which affect their job performance. EAP offers counseling in such areas as alcohol and drug abuse, family, marital, emotional and legal concerns. This policy bulletin is intended to establish guidelines for participation in this program and is fully supported by the County Board.

## I. POLICY

- A. Lancaster County, as an employer, recognizes a wide range of personal problems that may affect job performance. It shall be the policy of Lancaster County to encourage employees to seek assistance for their personal problems which may affect job performance. Job security or promotional opportunities will not be jeopardized by requesting or receiving assistance for personal problems. These EAP resources are intended to help retain and rehabilitate valuable County employees. To the extent possible, the County will encourage self-referral. Enlightened attitudes and acceptance of human problems is acknowledged and endorsed by Lancaster County to encourage an employee to take advantage of this service.
- B. In accordance with the Drug Free Workplace Act of 1988 the Employee Assistance program will be utilized to facilitate employee rehabilitation and preventive educational training, in accordance with Personnel Policy Bulletin 97-2. In addition, the Employee Assistance Program will provide Substance Abuse Professional services in accordance with Department of Transportation (DOT) mandated drug and alcohol testing and non-DOT programs.

## II. PROCEDURE

### A. *Internal EAP Resource*

Services provided by Continuum (formerly the Lincoln EAP, Inc.) will be coordinated and monitored by the City/County Personnel Department.

The City/County Personnel Department will designate an internal EAP liaison. This person may be the initial contact for the employees and families in need of assistance and may provide ongoing support and follow-up, as appropriate, to meet the needs of the employee and the County.

### B. *External EAP Resource*

Continuum will provide professional EAP counseling services for County employees and their family members. Continuum services include initial assessment, motivational counseling, referral to an appropriate community resource for continued care, consultation and follow-up as needed.

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## C. *Types of Referrals*

Referrals to both the internal and external EAP resources may be as 1) self-referral by the employee; 2) a supervisory referral by the supervisor because of unsatisfactory job performance; or 3) a self-referral by an immediate family member of the employee.

## D. *Confidential*

All information given to the internal EAP liaison regarding personal problems will remain confidential. All information given to Continuum will be kept confidential within statutory guidelines. Information from Continuum may only be obtained by the County with written permission from the employee.

## E. *EAP Orientation for Employees*

Orientation programs for employees covering services offered by Continuum will be coordinated and scheduled by the City/County Personnel Department as part of an ongoing in-service training program.

## F. *Supervisory Training and Ongoing Consultation*

Assistance is available from the internal EAP liaison and Continuum to all supervisory personnel involved with an employee with job performance problems. Formal EAP training shall be provided to all supervisory personnel on how to work effectively with employees with unsatisfactory work performance, when to take internal disciplinary action, and how to refer to Continuum. Ongoing consultation services include assistance in documenting job performance problems, preparing for a corrective interview and monitoring job performance after an EAP contact. Formal EAP training sessions will be a joint effort of the City/County Personnel Department and Continuum.

## G. *Supervisory Referrals*

### 1. *Responsibility of Supervisory Personnel*

Supervisory personnel throughout the County shall be responsible to promote the availability of the EAP resources to employees. It is recognized that supervisors do not have the professional qualifications to assess specific personal problems. Necessary referral to EAP will be based on documented unsatisfactory work performance.

### 2. *Procedures for Making a Supervisory Referral*

- a. When a notice of disciplinary action or unsatisfactory performance is completed, the supervisor may inform the employee of the availability of EAP. Depending upon the

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severity of the job performance problem, the supervisor or department head may require the employee to contact Continuum for assistance.

- b. It is recommended that all supervisory referrals be routed first through the internal EAP liaison in the Personnel Department.
- c. A referral to Continuum will occur simultaneously with standard disciplinary action for unsatisfactory job performance or the notice of unsatisfactory job performance.
- d. The County will require the employee to sign a limited release form allowing Continuum to report back to the EAP liaison and the supervisor: 1) the dates of contact with Continuum; and 2) the verification that the employee is following through with the recommended course of action.
- e. Initial assessment/counseling time with Continuum will be considered "County time" for **supervisory** referrals only. Leave time for follow-up sessions with Continuum and/or referral agencies will be handled in accordance with standard leave policies.

### 3. *Responsibility of the Employee*

The employee has the responsibility to follow through with the supervisor's recommendation to contact the internal EAP liaison and/or Continuum to cooperate with the recommended course of action. Employees who refuse assistance or who do not respond to or fail to **successfully complete** the recommended course of action will be handled in accordance with standard disciplinary procedures for unsatisfactory job performance.

## H

Employees are encouraged to seek assistance from the EAP in a manner which minimizes the interruption of their department responsibilities. Sick leave and/or vacation may be granted to employees (if available) for EAP consultation, or treatment by a certified alcohol and drug counselor, licensed mental health professional or a medical practitioner in accordance with standard leave policies.

## I

Fees for services provided by Continuum will be paid for by Lancaster County. Lancaster County will not be obligated to pay fees of referral references beyond EAP except to the extent that employee health plans provide for insurance coverage.

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## J. Dependents

Since an employee's work performance may be affected adversely by the problems of his or her spouse or other dependents; the program is available to families of the employee at no charge.

## K. Contract Coverage

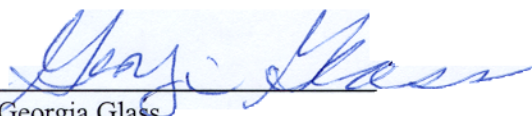
Renewal will be reviewed based on program performance and employee needs. This bulletin will be revised accordingly or as procedures require.

## L. EAP Service Provider

Continuum (formerly Lincoln Employee Assistance Program)  
1135 M Street, Suite 400  
Lincoln, NE 68508  
Phone: (402) 476-0186

## M. Internal EAP Provider

Patricia A. Kant, Personnel Coordinator  
City-County Personnel  
Phone: (402) 441-7880

  
Georgia Glass  
Personnel Administrator

8-28-00  
Date

COEAP